



**North Eastman Health Association Inc.
Job Description**

Receptionist/ Clerk

POSITION SUMMARY:

The Receptionist/ Clerk is responsible for providing general office functions and clerical support. The position requires the ability to provide a combination of reception and clerical duties and to maintain an excellent rapport with staff and the public.

REPORTS TO: Manager, Business Office Services

QUALIFICATIONS:

Education & Experience:

- Grade 12 graduate.
- Business Administration certificate from a recognized college preferred.
- Demonstrated proficiency in computer applications and in particular Microsoft Office programs and Momentum software.
- Two to three years related experience is required.

Knowledge, Skills & Abilities:

- Excellent Communication skills
- Ability to maintain positive working relationships in a team based working environment.
- Demonstrated ability to display professional conduct at all times when dealing with fellow staff members, clients, public and Board Members.
- Ability to work with a variety of sensitive information and to maintain confidentiality at all times.
- Demonstrated organizational skills.
- Ability to work under pressure and meet deadlines thereby establishing priorities and completing assignments on time.
- Ability to operate required equipment.
- Ability to work with minimal supervision and frequent interruptions.
- Bilingualism may be required. (Pine Falls site only).

POSITION DUTIES AND RESPONSIBILITIES:

- Responsible for answering the telephone, making appointments, room/equipment bookings, referring calls and taking messages.
- Provide clear and concise information to the public regarding programs and services, facilitating access to the appropriate health care programs as required.
- Provide clerical support for staff as assigned including preparation/ typing of routine correspondence, reports, minutes, forms and documents of a confidential nature.
- Performs general office functions (copying and faxes).

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- Responsible for purchasing office supplies and ensuring adequate supplies are maintained.
 - Sorts and distributes incoming mail and inter site courier items and prepares outgoing mail.
 - Files correspondence, records and reports.
 - Maintains office equipment. Creates regional name tags (EGL site only). Assist with equipment setup as required.
 - Accounts Receivable: Prepare invoices and maintains accurate subledger accounts.
 - Cash Receipts: Code and process cash receipts and petty cash paid out. Reconcile and deposit cash. Process credit card transactions.
 - Assists or is responsible for the processing of accounts payable.
 - May compile statistics for month end reporting.
 - Provides assistance and coverage for other business office staff as required.
 - Related duties as assigned.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Human Resources Manager Date
